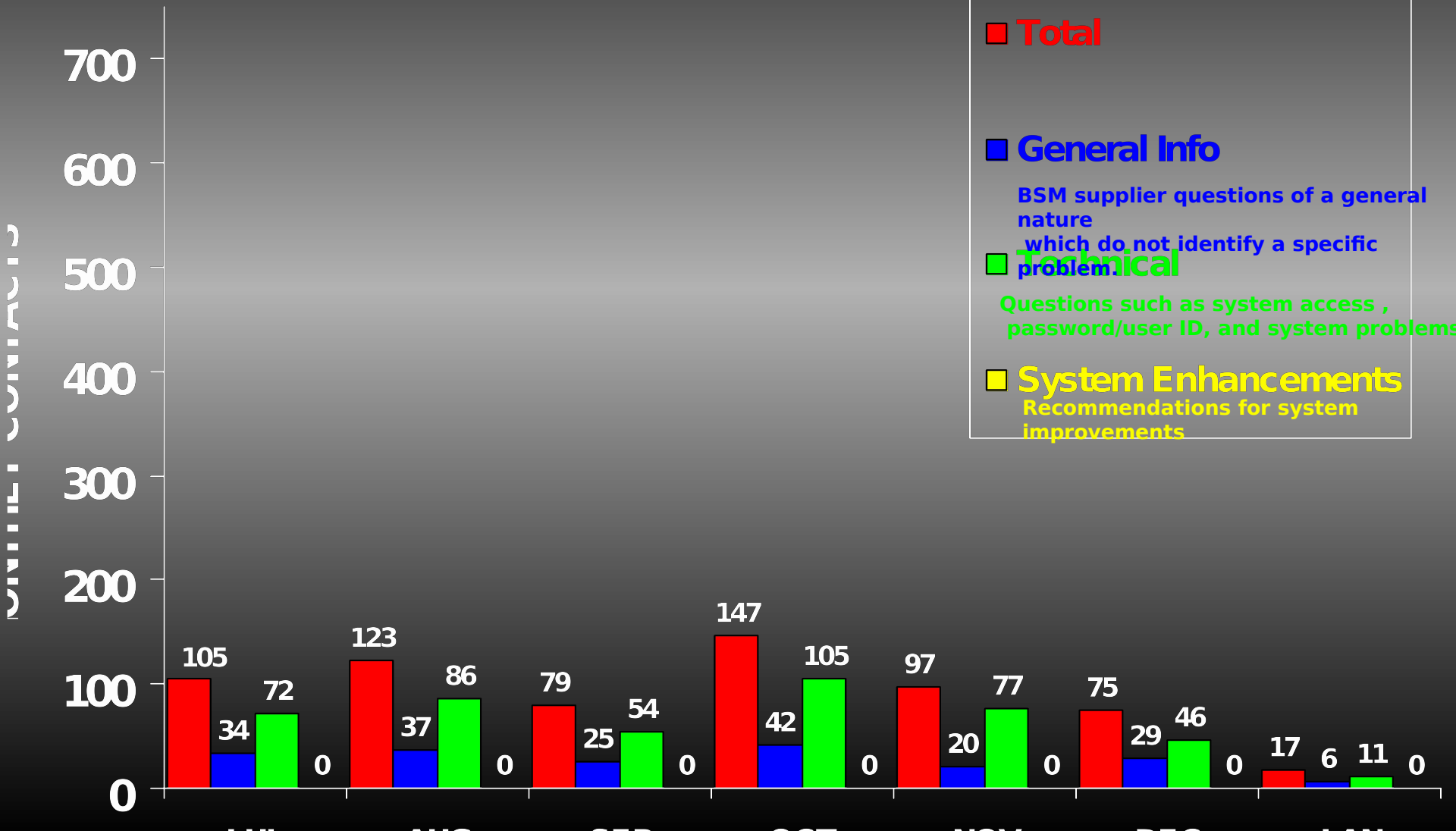
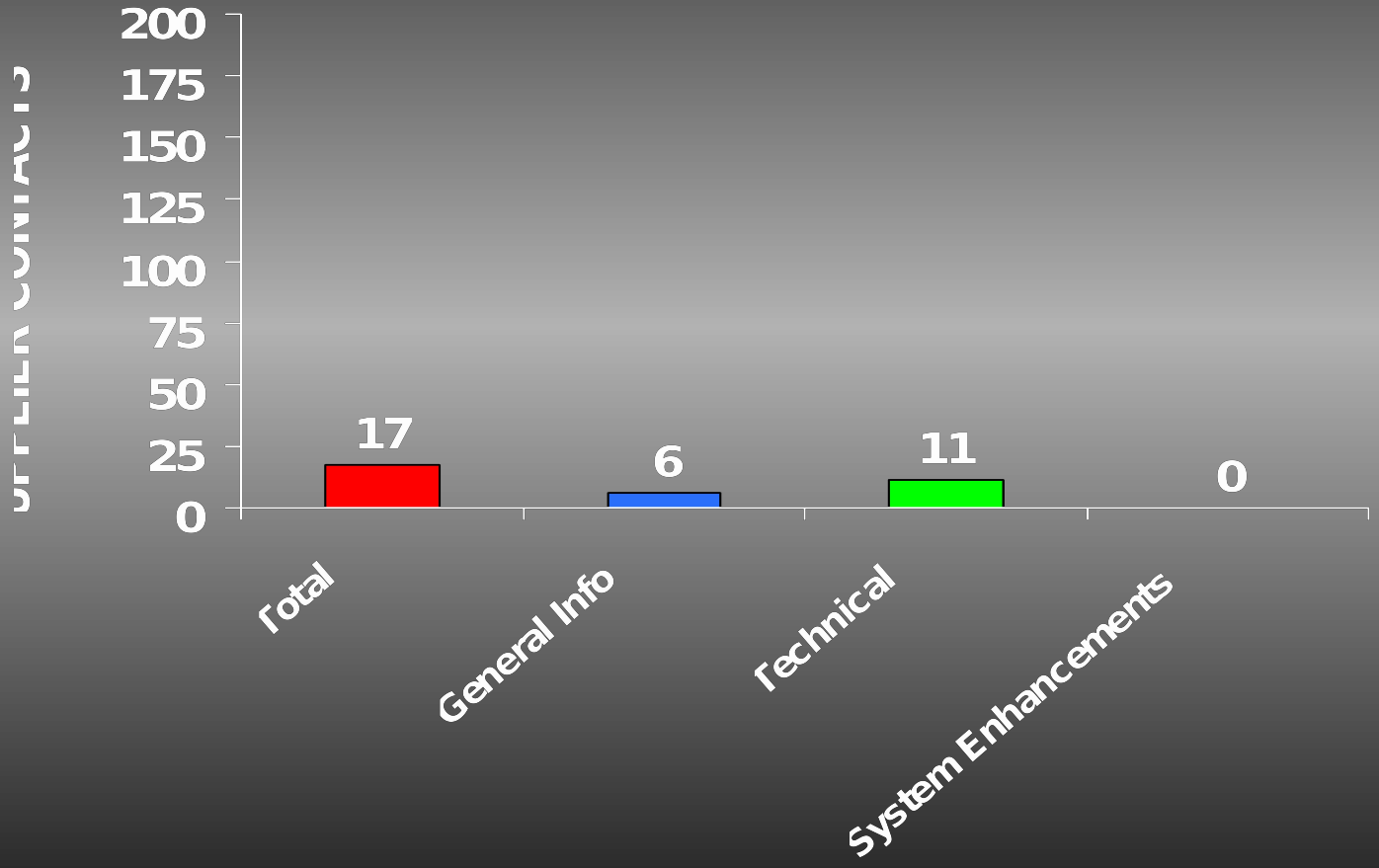
SRweb RELATED CONTACTS

As of 8 Jan 04



SRweb RELATED CONTACTS

WEEK OF 2 - 8 Jan 04



Total

General Info

BSM supplier questions of a general nature which do not identify a specific problem.

Technical

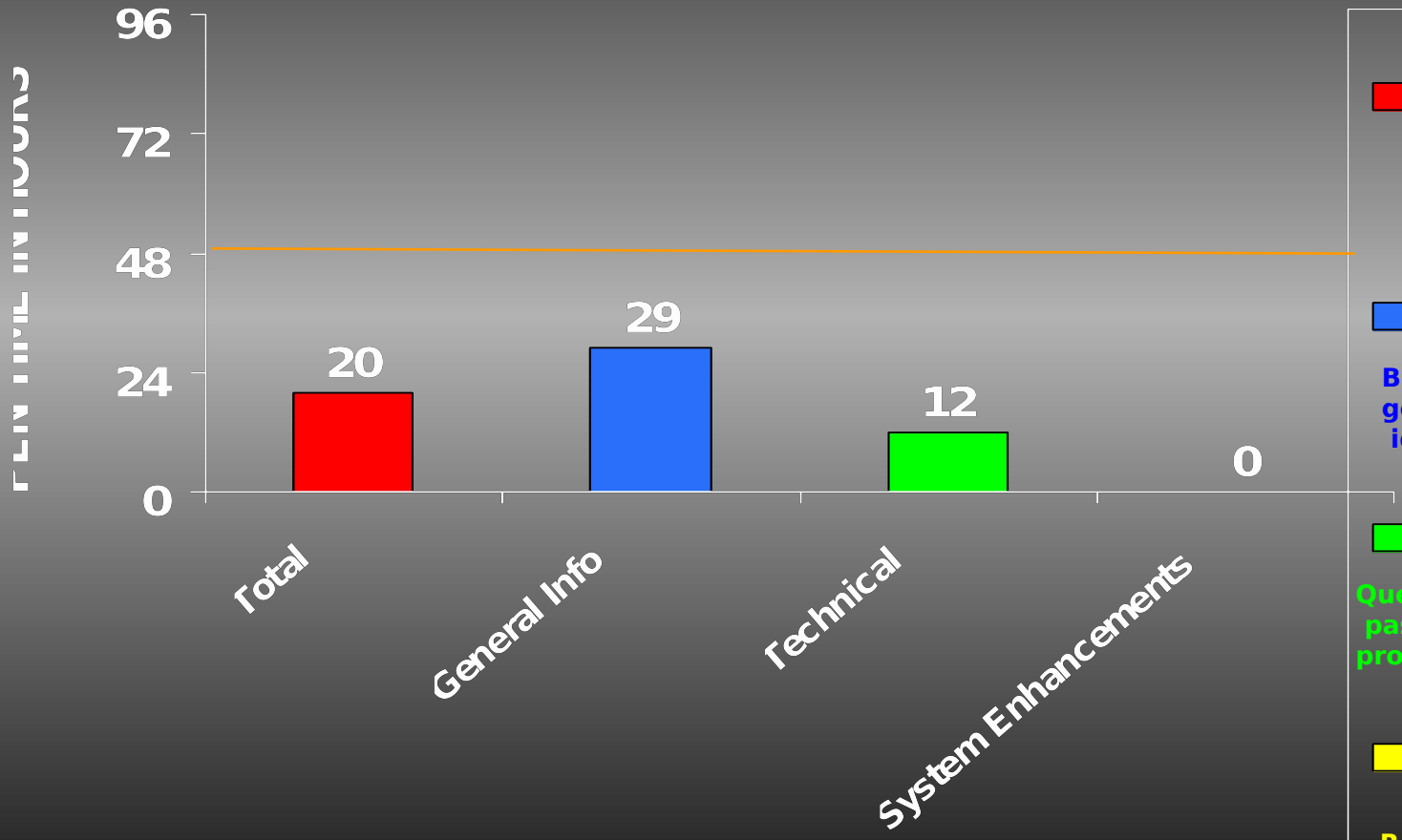
Questions such as system acce password/user ID, and system problems

System Enhancements

Recommendations for system improvements

SRweb ISSUES

Average Resolution Time
2 – 8 Jan 04



Total

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BSM supplier questions of a general nature which do not identify a specific problem.

Technical

Questions such as system acce password/user ID, and system problems

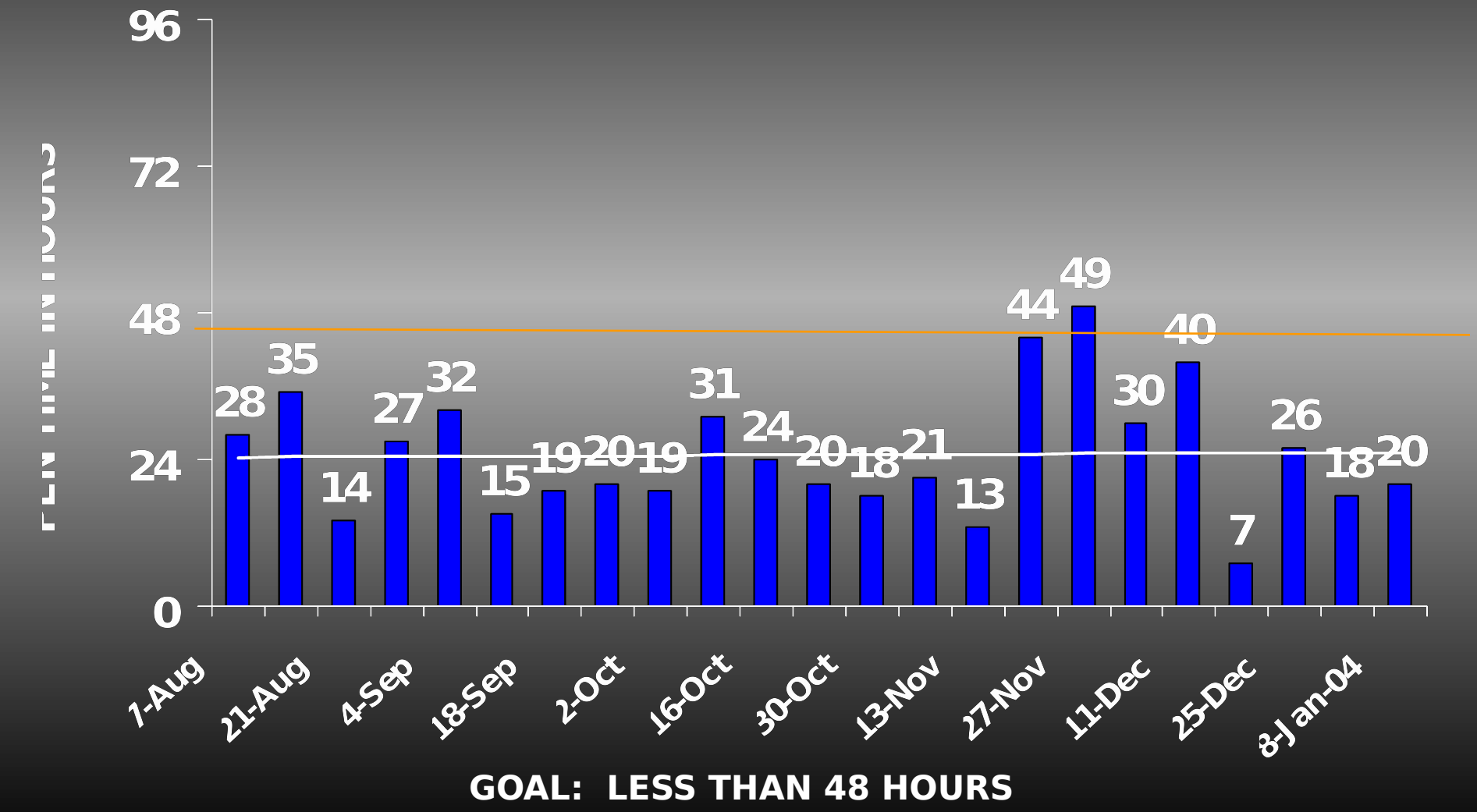
System Enhancements

Recommendations for system improvements

GOAL: LESS THAN 48 HOURS

SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS

AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR SUSPENSE
AS OF 8 Jan 04